NOVA SCOTIA
NOUVELLE-ÉCOSSE

Labour and
Workforce Development

Travail et Développement
de la main-d'œuvre

Labour and Workforce Development
2010-2011 French-language Services Plan

April 1, 2010

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1. Message from the Deputy Minister

We are pleased to present the 2010-2011 French-language Services Plan for the Department of Labour and Workforce Development. This is the second such report from Labour and Workforce Development and we have carried forward the momentum generated from the 2009/2010 French-language Services Plan, and the progress achieved in the delivery and implementation of French-language services in prior years. We are committed to building on existing capacity to provide services in French to meet the needs of the Acadian and francophone communities.

We are committed to working collaboratively with the Office of Acadian Affairs (OAA) to enhance the Department's capacity to deliver French-language services. Priorities for 2010-2011 include:

- increase the number of French-language publications, especially in areas outside the scope of the Labour Market Agreement (LMA) and Labour Market Development Agreement (LMDA)
- increase employee awareness of the department's commitment to provide French-language services, and promote interest and involvement in service delivery;
- continue to explore opportunities to address Acadian and francophone community needs and continue to build upon our successes;
- continue to build departmental capacity to provide service in French through employee training in the French language.

We have established a measure of overall compliance with the French-language Service Plan at 80% or greater in 2010-2011.

In 2009/2010, we:

- wrote and implemented Labour and Workforce Development's first French-language Service Plan
- were represented on the French-language Services Coordinating Committee and the Acadian Employability Table
- worked with l'Université Sainte Anne(USA) and L'Equipe Alphabetisation to provide quality adult education
- hired an Acadian Coordinator to ensure our French language services continue to increase.

The progress we have made this past year, and the goals and objectives we have set for this coming year, will ensure that LWD continues to increase and deliver programs and services that reflect the needs of the Acadian and francophone community in Nova Scotia.

2. Responses to French Requests (Written and Oral)

LWD will continue to respond to written and verbal requests from the public for French-language services, in a timely manner. Various French-speaking staff members have offered to provide services in the French language. Some staff answer the telephone in both English and French (Hello / Bonjour). We have bilingual staff throughout the province willing and able to provide service in French. Staff members who receive requests beyond their capacity to provide a response in French have been instructed to contact French-speaking staff members for help.

Some of the Chairs or Deputy Chairs of our Agencies, Boards and Commissions can conduct hearings in French. Also, if applicants or witnesses need a French interpreter, that is provided free of charge. In addition, the Conciliation and Labour Tribunals Division has an agreement in place with New Brunswick for conciliation in French where workplace parties request it.

Publications can be translated upon the request of the originating Division. If the material requested is technical in nature, the staff member is asked to forward the English version to the French-language Services Coordinator to request written translation by the OAA.

3. French-language Services Inventory

Labour and Workforce Development provides a wide range of services and publications available in French. Appendix A has more information.

4. Labour and Workforce Development Steps To Improve Our French-Language Services for 2010-2011

Labour and Workforce Development developed a comprehensive plan, along with relevant goals and objectives, which aims to further improve our services in French. This plan continues our efforts to increase and deliver programs and services that reflect the needs of the Acadian and francophone community.

Appendix B details those goals and objectives.

5. Progress in Reaching Goals and Objectives for 2009-2010

Labour and Workforce Development made great progress in improving its French-language services in 2009-2010. Appendix C lists:

- the goals and objectives we established for 2009-2010 to improve French-language services;
- the actions and activities we set to meet the goals and objectives for 2009-20010; and
- the progress we made last year to reach our goals and objectives.

Overall, 19 of the 23 Planned Measures from 2009-2010 were accomplished, for an 83 percent success rate.

6. Conclusion: Contribution to the Preservation and Growth of the Acadian and Francophone Community

Labour and Workforce Development's French-language Services Plan contributes to the preservation and growth of the Acadian and francophone community by allowing us to serve French-speaking community members in their native language. This engages the Acadian and francophone community more fully in the planning and delivery of our operations and programs.

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Appendix A

French-language Services Inventory as of April 1, 2010: Labour and Workforce Development

Services	Publications	Training	Other
The **Bonjour!** Program has been utilized. Several divisions of the department are able to provide bilingual services: - hearings can be conducted in French -francophone conciliators can be accessed through an agreement with New Brunswick -bilingual staff located around the province can assist clients who want to communicate in French -some toll-free services are available in French Workplace Education Programs are provided in both languages. Programs for unemployed older workers in the Acadian Community have been supported. The Acadian Community is assisted through a designated Employer Engagement Navigator who works with employers, and a designated Adult Education Coordinator. Adults can complete French literacy upgrading up to high school level.	The **Bonjour!** button is on our departmental website. It links to various presentations, publications, and internet postings that are in both French and English. Announcements or press releases have been done in French. Examples of translated publications: -Fire safety information pamphlets published in cooperation with NB -All Adult Education documents -Labour Market Review -IP Read Seal Exams -Red Seal Program brochures -IP Program Guide -GED examinations may be translated upon request.	French-language training is available to staff members. For those who have expressed an interest in the training, every effort is made to enroll them. However, requests for training are supported where operational requirements permit. Several divisions have at least one staff member taking French-language training through the OAA. Many are enrolled in intermediate to advanced training. All staff directly involved with the Acadian and francophone community are encouraged to seek out French-language training as part of their current training plan.	Under the LMA, a representative of Acadian Affairs sits at the LMA planning table. Part of the agreement with the federal government is that both LMA and LMDA programming will be available in both languages. We are engaged in a process that includes adapting and translating forms and documents as well as recruiting French-speaking staff to assist us in that endeavour. The Skills and Learning branch has organized an Advisory Committee on program issues.

Services	Publications	Training	Other
Adult Learning Program curricula have been developed for the Acadian and francophone community.			

Appendix B

Goals and Objectives for 2010-2011
Department of Labour and Workforce Development

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Goals and Objectives – 2010-2011	Planned Measures – 2010-2011
Objective 1 – Framework and Policy Strengthen the policy, regulatory, and administrative framework in support of the French-language Services Act	1.1 The Office of Acadian Affairs, the Minister, and designated public institutions fulfill their obligations pursuant to the French-language Services Act and Regulations.	To support and work with the OAA on expanding and improving FLS provided by LWD.	- Ensure representation on the FLS Coordinating Committee - Contribute to the Government's annual progress report on FLS. -Implement this plan
	1.2 Designated public institutions have implemented all sections of the Regulations.	To develop and implement internal policies related to the provision of services in the French-language.	-Review internal policies to identify areas where changes are required in order to allow for delivery of services in French and develop or adapt policies as required. -Develop a policy on adapting and translating documents
Objective 2 – Enabling French-language Services Consult, plan, develop, and deliver French-language services in priority areas	2.1 Designated public institutions deliver services that respond to the priority needs of the Acadian and francophone community as identified through consultation.	To work closely with OAA and the Acadian and francophone community to develop and implement active FLS.	- Work with the OAA on a government-wide process to consult the Acadian and francophone community on FLS and other important issues - Include a French-language component in at least two public consultations - Maintain ongoing dialogue and nurture relationships with Acadian and francophone community organizations to identify needs and priorities
Objective 2 – Enabling French-language Services Consult, plan,	2.2 Public service employees are more knowledgeable about the approach being	To increase employee awareness of the provincial government's	- Design and implement an internal campaign to promote awareness of the FLS

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Goals and Objectives – 2010-2011	Planned Measures – 2010-2011
develop, and deliver French-language services in priority areas	taken by the government to provide French-language services; are more sensitive to cultural issues pertaining to the Acadian and francophone community; and promote public awareness of French-language services and their availability.	commitment to provide FLS and promote interest and involvement in service delivery.	initiative (i.e. make presentations to senior management and staff on the initiative and the departmental plan) -Maintain the Intranet page about the FLS -A representative of the OAA will continue to be offered a seat at the LMA planning table.
	2.3 The public is more aware of the approach being taken by the government to provide French-language services and of the programs and services available to them.	To take part in the OAA and FANE's social marketing campaign to promote use of FLS.	- Implement an external communications plan to promote services in French, including the *Bonjour!* program.
	2.4 Prioritization and establishment of French-language services to be offered, and of strategies or approaches for service delivery.	To examine the level of services in French and the capacity for offering services, identify the priority areas and monitor progress.	-Refine or develop approaches, programs, and strategies for planning and delivering FLS in priority areas. - Ensure that LMA and LMDA programming continues to be available in both French and English.
	2.5 The capacity of the Public Service to provide services in French has increased due to the recruitment of French-speaking employees and training of employees, and standards and guidelines for recruitment, evaluation, and training are in place.	To continue to build departmental capacity to provide service in French through employee training in the French language.	- Provide staff with opportunities, learning tools, and resources for French-language skills development, maintenance, and growth - Build capacity through French language training to build our FLS capacity - Continue to adapt and translate publications
Objective 3 – Community Development and Capacity-Building	3.1 Government has helped Acadian and francophone community-based	To support community, cultural, and economic initiatives that meet	- Provide bilingual instructors to assist in the delivery of Adult Education programs.

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Goals and Objectives – 2010-2011	Planned Measures – 2010-2011
Ensure that the Acadian and francophone community has resources available for its long-term development and sustainability	organizations, where appropriate, realize their objectives expressed in the community's Global Development Plan.	the need of the Acadian and francophone community	-Continue to assist the Acadian and francophone community through a designated Employer Engagement Navigator who works with employers.
Objective 3 – Community Development and Capacity-Building Ensure that the Acadian and francophone community has resources available for its long-term development and sustainability	3.2 Acadian and francophone school community centres offer services and programs to the Acadian and francophone community.	To explore opportunities to address French language community needs.	-Offer French education sessions in community centres in Acadian and francophone communities.

Appendix C

Progress in Reaching Goals and Objectives for 2009-2010
Department of Labour and Workforce Development

Objectives	Goals and Objectives – 2009-2010	Planned Measures – 2009-2010	Results 2009-2010
Objective 1 – Framework and Policy Strengthen the policy, regulatory, and administrative framework in support of the French-language Services Act	To support and work with the OAA on expanding and improving FLS provided by LWD.	1. Support the work of the OAA and the implementation of the French-language Services Act by ensuring representation on the FLS Coordinating Committee 2. Contribute to the Government's annual progress report on FLS. 3. Develop and implement a FLS workplan	1. Labour and Workforce Development was represented on the FLS Coordinating Committee 2. This report contributes to the Government's annual progress report on FLS. 3. The 2009-2010 FLS workplan was implemented.
	To develop and implement internal policies related to the provision of services in the French-language.	Review internal policies to identify areas where changes are required in order to allow for delivery of services in French and develop or adapt policies as required.	This was not done in 2009-2010. It will be done in 2010-2011.
Objective 2 – Enabling French-language Services Consult, plan, develop, and deliver French-language services in priority areas	To work closely with the Acadian and francophone community to develop and implement active FLS.	1. Consult with the Acadian and francophone community to determine and prioritize the needs for French-language government services 2. Include a French-language component in at least two public consultations	1. The Adult Education Coordinator, Acadian Community (January, 2010 hire) is a bilingual position to identify and make recommendations to address adult learning and resource needs of the provincial Acadian community. 2. This was not able to be done in 2009/2010

Objectives	Goals and Objectives – 2009-2010	Planned Measures – 2009-2010	Results 2009-2010
		3. Maintain ongoing dialogue and nurture relationships with Acadian and francophone community organizations to identify needs and priorities.	3. We created the Acadian Employability Table.
		4. Continue to adapt and translate publications.	4. The Labour Services Division plans to publish French Plain Language Guides once they are published in English Adult Education, Employment NS, Labour Market Information and Job Banks are all available in French
<u>Objective 2 – Enabling French-language Services</u> Consult, plan, develop, and deliver French-language services in priority areas	To increase employee awareness of the provincial government's commitment to provide FLS and promote interest and involvement in service delivery.	1. Promote and use the Bonjour! program	1. The *Bonjour!* icon is displayed on all LWD Internet pages.
		2. Develop an internal communications plan on FLS delivery	2. This will be done in 2010/2011.
		3. Design and implement an internal campaign to promote awareness of the FLS initiative (i.e. make presentations to senior management and staff on the initiative and the departmental plan)	3. Work on the campaign started. Presentations were made to the Senior Management Team.
		4. Create an Intranet page about the FLS	4. Done
		5. Under the LMA, a representative of Acadian Affairs will continue to sit at the LMA planning table.	5. Done

Objectives	Goals and Objectives – 2009-2010	Planned Measures – 2009-2010	Results 2009-2010
	To take part in the OAA and FANE's social marketing campaign to promote use of FLS.	Implement a communications plan to promote services in French.	This will be done in 2010/2011.
	To examine the level of services in French and the capacity for offering services, identify the priority areas and monitor progress.	1. Refine or develop approaches, programs, and strategies for planning and delivering FLS in priority areas. 2. Develop and implement a FLS workplan 3. Part of the agreement with the federal government is that both LMA and LMDA programming will be available in both French and English. We are engaged in a process that includes adapting and translating forms and documents as well as recruiting French-speaking staff to assist us in that endeavour.	1. This is in progress. Conciliation Services are available in both languages through mutual assistance agreements with New Brunswick 2. Done 3. Programs and services under the LMA and LMDA are offered in both French and English
	To continue to build departmental capacity to provide service in French through employee training in the French language.	1. Hire, train, or contract staff required to provide FLS (i.e. Adult Education Coordinator) 2. Provide staff with	1. The Skills and Learning Branch has staff in key francophone communities. A provincial coordinator was hired for the Adult Education program. There is a process in place to hire a coordinator to support the implementation of the Acadian employability table action plan. 2. French hardware

Objectives	Goals and Objectives – 2009-2010	Planned Measures – 2009-2010	Results 2009-2010
		opportunities, learning tools, and resources for French-language skills development, maintenance, and growth (i.e. Intranet site; French keyboards) 3. Offer French training to at least one staff member of each division where possible.	and software is available through our Intranet 3. 11 staff members took French training in 2009/2010.
Objective 3 – Community Development and Capacity-Building Ensure that the Acadian and francophone community has resources available for its long-term development and sustainability	To support community, cultural, and economic initiatives that meet the need of the Acadian and francophone community	1. Provide bilingual instructors to assist in the delivery of Adult Education programs. 2. Continue to assist the Acadian and francophone community through a designated Employer Engagement Navigator who works with employers. 3. Support programs for unemployed older workers in the Acadian and francophone community.	1. This is done through the funding of programs with l'Université Sainte Anne and L'Equip Alphabetisation 2. We hired an Acadian Coordinator who deals with this area 3. These programs are being offered in the Acadian community with support services in French
Objective 3 – Community Development and Capacity-Building Ensure that the Acadian and francophone community has resources available for its long-term development and sustainability	To explore opportunities to address French language community needs.	Undertake education in school community centres in Acadian and francophone communities.	Through l'Université Sainte Anne and L'Equipe Alphabetisation, we provide literacy training leading to the GED